

Front Line Leadership in Oil, Gas & Petrochemicals



WHAT DOES IT COVER?

The course examines what best practice and success looks like in a 12 hour shift environment. The “day in the life” provides the common theme for the two integrated real life; operationally focused modules:

- ✓ **What Leading a Team means to a Supervisor**
- ✓ **Delivering Safe Operations as a Supervisor**

The highly interactive course provides a chance to build on best practice, get to know and utilize your sponsoring organizations Operations and HSSE management systems and share experiences with other supervisors.

PRINCIPAL COURSE INSTRUCTOR:



Mr. Mike Cunningham,
International Principal Consultant

- ✓ Over 45 Years of Experience in Oil, gas and Petrochemical Projects.
- ✓ EX-Shell Training and Development Manager
- ✓ International HR Specialist
- ✓ Having Higher National Certificate with Endorsement in Chemical Engineering with Distinctions
- ✓ International Coach and Mentor

Tehran-Iran
21-25 January, 2017

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What are the benefits?

The course provides a "toolkit" of recommended essential skills and personal qualities to assist the development of the Operations Supervisors or Team Leaders and Lead Technicians and assist the organization in identifying future talent and high potential employees for succession planning and career development.

What people say about the Course?

- ✓ I now have a better understanding of what it means to be a leader and learned techniques for my 'Toolbox'.
- ✓ 'Content at the right level. Ideal for Engineers, Technicians and aspiring business leaders'.
- ✓ I can now identify knowledge gaps and work towards closing them before promotion'.
- ✓ 'Recommended for people with little or no supervisory experience as it will identify their leadership style and will show them how to deal with the different individuals in their team'.

COURSE OBJECTIVES:

This Five (5) day workshop looks at the role of front line leaders and the part they play in delivering results through operational excellence in the industry they operate in. The workshop focuses on the time line today's front line leaders operate against in order to deliver short and long terms objects, leadership styles and what action centred leadership is and how it connects to management skills. Finally the workshop looks at a number of areas of best practice and what good looks like each and every day for front line leaders.

Module 1 - What Leading a Team means to a Supervisor

This module looks to establish what best practice in the role of a Supervisor looks like and establish what "GOOD" looks like in a 12 hour shift environment. Delivering results through their own actions and those of others is central to the content. This module is a customized version of the Management Essentials program specifically tailored for Petrochemicals employees. On the successful completion of this module attendees will be able to;

- Describe the practical actions, accountabilities, and behaviors which the company expects from them as a frontline Supervisor or Team Leader.
- Fulfil the role and responsibility of the first line Supervisor or Team Leader and lead technician – set objectives and key performance indicators
- Examine and practice techniques for motivation, conflict resolution, planning and scheduling
- Use authority – get the best results from people and adapt your style to suit different team members
- Improve communication skills – develop the ability to listen effectively and express messages clearly and concisely
- Give strong team briefings – run toolbox talks in an informative and motivational manner
- Analyze and motivate each member of the team – optimize their performance, and handle challenging team members effectively
- Give feedback – make it constructive so that it both guides and motivates
- Conduct correction interviews – improve performance while strengthening relationships
- Pre-empt potential problems – deal with them before they affect the whole team
- State the shift needed to move from individual contributor to team leader
- Describe what they as Supervisor or Team Leader should expect from their team
- Analyze their own leadership style and identify how it can be improved

Module 2 - Delivering Safe Operations as a Supervisor

This second module looks at what performance delivery looks like in a 12 hour work environment. It focusses on delivering the targets of the day, through the application of the Operations Management Standard (OMS) and through the actions of the team. On the successful completion of this module attendees will be able to:

- Recognize the importance of having effective Operational Management Standards that can help them get things done right, every time
- Set the team up for success through the planning, follow up and completion of work by the team.
- Setting standards for the team.
- Describe workplace competence assurance and assessment processes.
- Provide job instruction – use the best techniques to help your people learn quickly and thoroughly
- State the importance of building, maintaining and sharing knowledge and expertise within the organization, and build a network of cross functional peers
- Better understand business priorities
- Explain and apply key business processes to deliver results
- Identify and agree development needs with the team

**FRONTLINE
LEADERSHIP**
It's Good for Business!

COURSE OUTLINES:

DAY 1: Leading for Success

- Delivering results and what it means to a front line leader.
- What is the role of a front line leader
- What is meant by leadership and how does it connect to managing
- Action centred leadership, the connection of tasks to individuals and teams
- Leadership styles in introduction to situational leadership
- What is meant by best practice from a people and operations perspective

DAY 2: People Best Practice

- Competence and how it connects to best practice
- Performance management
- Working in partnership
- Coaching for success
- Industry Best Practice
- Introduction to the areas of focus
- Stakeholders expectations
- What does front line leadership and activities look like now and in the future
- What can go wrong in your industry
- Understanding risk
- Model for delivering safe production

DAY 3: Industry Best Practice

- Situational awareness
- Proactive monitoring
- Dealing with abnormal situations

DAY 4: Industry Best Practice

- Process safety and maintaining barriers
- Execution of maintenance
- Safety Leadership and you

DAY 5: Industry Best Practice

- Working systematically
- Making interventions
- What good looks like each and every day



MAT Group Ltd. & Site Group International are proud to present “Front Line Leadership in Oil, Gas and Petrochemicals ” for improving knowledge, scientific and professional level of engineers. This course will be held in 5 days starting on **Saturday, 21st January, 2017** from 8:30 to 17:15 in Tehran/Iran.

TERMS FOR ATTENDING THE COURSE:

University Engineering Degree is highly recommended.

- Sending the completed “Course Registration Form” by **21st December, 2016**
- Knowledge or background in the field of “**Oil, Gas or Petrochemical Projects**” is highly recommended.
- Formal language of the course is English.

COURSE FEE:

- Payment of Rials **50,000,000.00** to MAT Persian Group, **Account Number 810-652-6, Code 1080, Parsian Bank**, Iran, Tehran by **21st December, 2016.**
- The above price does not include 9%VAT.

IMPORTANT NOTICE:

- Payments are required with registration and must be received prior to the course to guarantee your place.
- The regular registration period ends on **21st December, 2016.** Afterward, late “Registration Fee” of **Rials 3,000,000.00** will be charged.
- A certificate of successful completion of the course will be awarded to participants who attend and complete all course sessions and successfully pass the final exam of the course.
- The registration payment includes: **Course Materials, Coffee Break & Lunch.**

PAYMENT, CANCELLATION & REFUND POLICIES:

All payments must be received prior to course commencement. Payments are accepted in the form of bank cheque or bank transfer. Cancellation requests by applicants should be in writing and received 30 days before the commencement of course, for the course fee to be refunded minus registration/administration cost of **Rials 3,000,000.** Cancellations must be made in writing. No refunds will be made for cancellations received less than 30 days before the start of the course. Enrollment is not automatically cancelled if participant does not show up. A substitute participant may be nominated upon approval of MAT Group. MAT Group reserves the right to withdraw or postpone a course if the number of participants is not sufficient, up to three weeks prior to the course starting date. If a course is cancelled by MAT Group, you will receive notice by email or fax. A full refund of paid registration fees will be given or can be transferred to another MAT Group public course within 12 months (date of registration) of equal cost. Please keep our registration and cancellation policies in mind when arranging your travel as MAT Group does not accept liability for any costs incurred for cancellation or change of travel or hotel reservations.

YOUR PRINCIPAL COURSE LEADER:



Mike Cunningham has over 45 years' experience working for the major oil company Shell in their Oil, LNG, Chemicals businesses and Consultancy Services, occupying supervisory and managerial positions and working as a principal consultant in their business global improvement team. He now works as learning consultant, developing programmes for the Oil, Gas and Chemicals industries.

While working for the major Oil company Shell, he spent time in operations, consultancy services, business improvement, learning, competence management, change management, and HR (talent, succession, performance planning) activities in several locations around the world. He also led and managed teams, provided expertise and support to new projects and brownfield sites, for his company's strategic third party partners.

As a principal consultant, he has worked with internal and external clients on business improvement projects designed to deliver multi-million dollar benefits that required program management, change management support or subject matter expert (SME) interventions (learning and competence) and support to build organizational capability. Work involved connecting with and building relationships with senior stakeholders in the client organization to understand and build a case for change, develop and deliver appropriate programmes and interventions, a key part of this success was building effective teams including first line supervisory skills development.

Mike has a proven track record of working in the Oil, Chemicals and Gas industries, in different regions of the world and integrates extremely well within different cultures and levels in any organization.

Mike holds qualifications in Chemical Engineering from Wirral Metropolitan and Business Administration from Strathclyde University, and has carried out train the trainer, quality management, supervisory, management and leadership development, coaching for performance, talent management, potential assessment, job evaluation programmes and several workshops related to Oil, Chemicals and LNG production and its associated equipment.

CONTACT US:

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